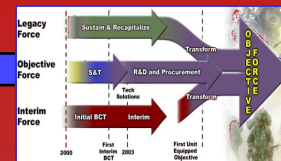




SINGLE STOCK FUND



National Operations Center

TRADOC WORKSHOP

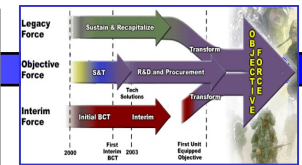
6 February 2001



Sustaining The Transforming Army



DISCUSSION TOPICS

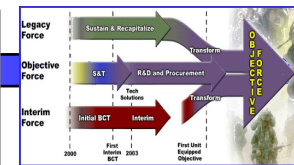


- **Mission & Organization**
- **Customer Support**
- **Problem Solving Process**
- **Customer Handbook**
- **Summary**
- **How to contact us**

**We turn
SSF Policy
into Actual
Procedures!**



NOC MISSION

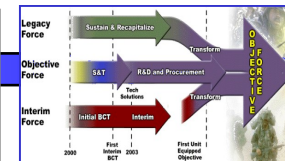


- **Focal Point for Technical Assistance**
- **Problem Solving During all Phases of Fielding**
- **Information Gathering and Reporting**
- **Monitor SSF sustainment through Milestones 1, 2 & 3**
- **Monitor Key SSF Performance Indicators**

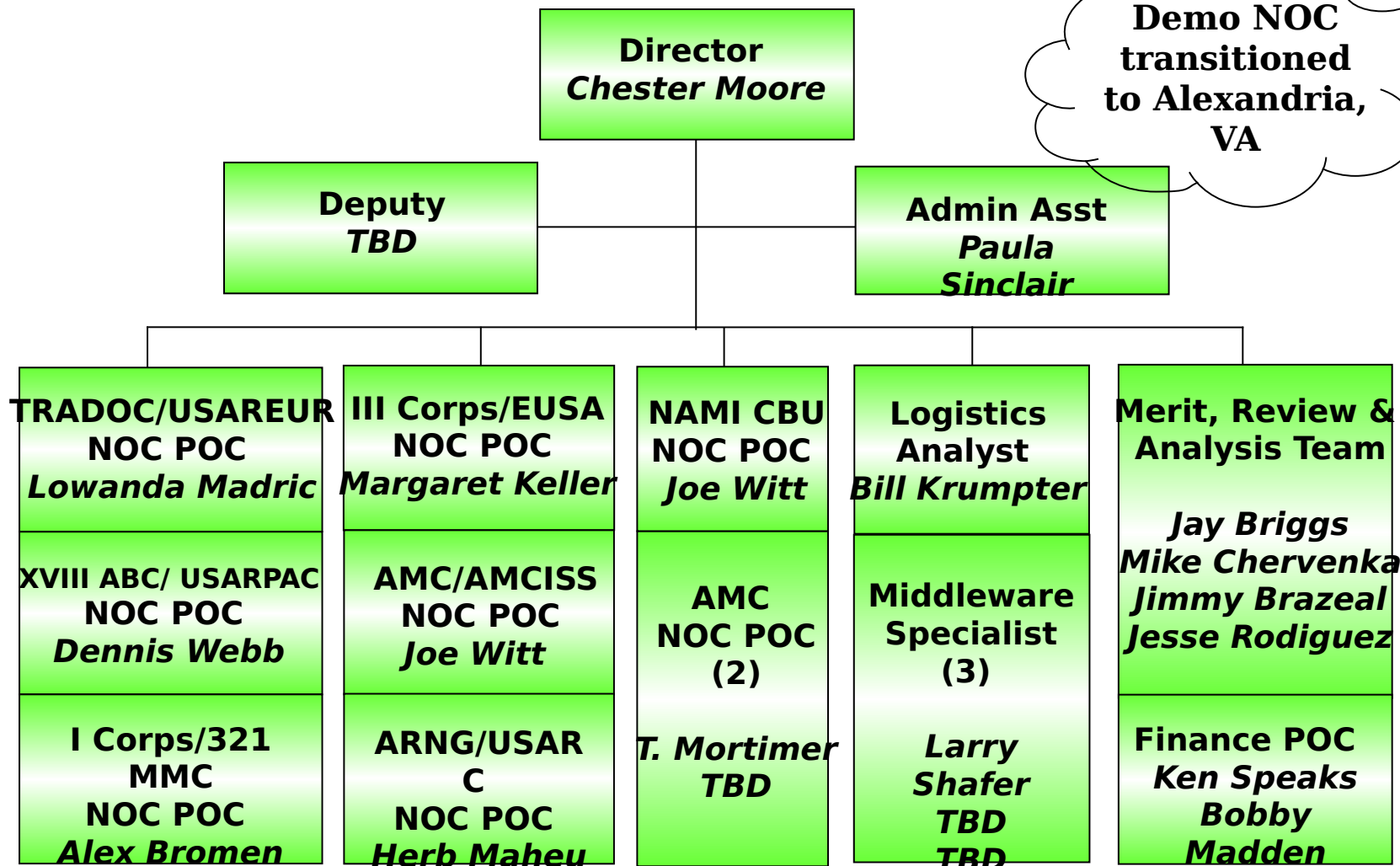




NOC ORGANIZATION

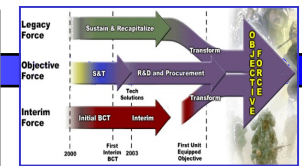


**Demo NOC
transitioned
to Alexandria,
VA**





CUSTOMER SUPPORT



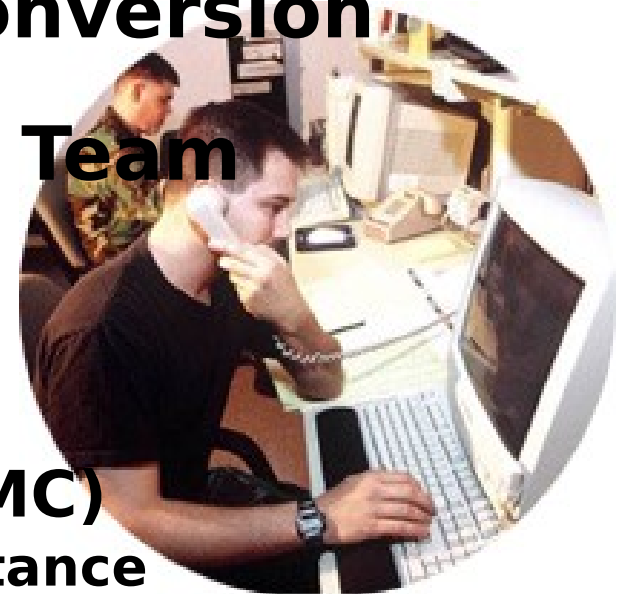
- **Before, During, & After Conversion**

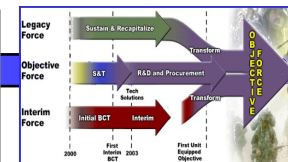
- **On-Site Implementation Team**

- Logistics
- Finance
- Info Tech Support

- **SSF NOC (Located at HQAMC)**

- Focal Point for Technical Assistance
- Problem Solving During all Phases of Fielding
- Monitor SSF Sustainment through MS 1, 2, & 3
- Monitor Key Performance Indicators







2001

C-Date: 3 Feb

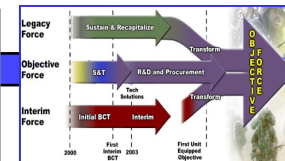
C-Date: 3
Mar

C-Date: 31 Mar

May	Nov	Dec	Jan	Feb	Mar	Apr	
Demo	TRADOC Ft. Benning CTASC	FORSCOM Ft. Hood CTASC	FORSCOM Ft. Bragg CTASC	USAR 55th MMC CTASC	EUSA 19th TSC CTASC	USAREUR 3d COSCOM CTASC	USARPAC Pearl Harbor
<ul style="list-style-type: none"> ✓ Ft. Lewis ✓ Ft. Sill ✓ Redstone Arsenal 	<ul style="list-style-type: none"> ✓ Ft. Huachuca ✓ Ft. Gordon ✓ Ft. Leavenworth ✓ Ft. L. Wood ✓ Ft. Jackson ✓ Ft. Lee ✓ Ft. Knox ✓ Ft. Detrick 	<ul style="list-style-type: none"> ✓ Ft. Hood ✓ Ft. Carson ✓ Ft. Riley 	<ul style="list-style-type: none"> ✓ Ft. Bragg ✓ Ft. Stewart ✓ Ft. Polk ✓ Ft. Drum ✓ Ft. Campbell 	<ul style="list-style-type: none"> ✓ Ft. Belvoir ✓ Ft. Dix ✓ Ft. Devens ✓ Ft. Meade ✓ Ft. Myer ✓ Ft. A.P. Hill ✓ DSSW ✓ USMA 	<ul style="list-style-type: none"> • Waegwon • Pusan • Cp Humphrey • Yongsan 	<ul style="list-style-type: none"> • Kaiserslautern • Baumholder • Pirmasens • Wurzburg • Hanau • Boeblingen • Mannheim 	<ul style="list-style-type: none"> • Ft. Wainwright • Ft. Richardson • Sagami Depot • Camp Kinser • Ft. Shafter • Schofield Bks.
	<ul style="list-style-type: none"> ✓ Ft. Bliss (Ft. Hood CTASC) 	<ul style="list-style-type: none"> ✓ Ft. Irwin ✓ Ft. McPherson (Ft. Lewis CTASC) ✓ Ft. Benning, ✓ Ft. Eustis (Ft. Benning CTASC) ✓ 14 ARNG State AWCf SARSS-1s (Cp. Dodge CTASC) 	<ul style="list-style-type: none"> ✓ Ft. Rucker (Ft. Benning CTASC) ✓ Kansas ARNG COE (ARNG CTASC) - disconnect & reconnect 	<ul style="list-style-type: none"> ✓ Ft. McCoy (321st MMC CTASC) 			<ul style="list-style-type: none"> • Ft. S. Houston (Ft. Hood CTASC)
			<ul style="list-style-type: none"> ✓ Ft. Monmouth ✓ Detroit As'nl ✓ Picatinny As'nl 	<ul style="list-style-type: none"> ✓ Aberdeen PG ✓ Dugway PG ✓ White Sands PG ✓ Yuma PG 			
Value of converted assets: \$17.2M	Value of converted assets: \$52.9M	Value of converted assets: \$85.6M	Value of converted assets: \$113.2M				
	Cumulative: \$100.1M	Cumulative: \$185.7M	Cumulative: \$298.8M				
							As of 6 Feb 01



PROBLEM SOLVING



Originator

Report problem to
Implementation Team
(or Installation, CTASC,
and AMC Reps)

OPR

Feedback to
Originator

1. Develop solution
2. Announce SCP
3. Select test site
4. Schedule user acceptance test
5. Conduct test
6. Validate solution
7. Document results
8. Close out PR/TT

Teleconferences

Impl Team/Instal Staff

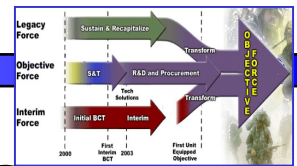
Research and solve
problem or prepare
TT and send to NOC

NOC

1. Conduct Merit Review
2. Consult with CDAs
- If valid SSF problem**
3. Open Problem Report
4. Assign OPR to resolve
5. Post to Web Site
6. Track to completion



PROBLEM REPORTS



3 groups we track

Attrition will soon
close Demo & Post-Demo
Actions

MAY 00

FEB 01

JUL

AUG

OCT

NOV

DEMONSTRATION PROBLEM REPORTS

CURRENT STATUS

Priority	Total Closed	Total Open
1	14	0
2	134	0
3	58	3
4	11	0

TOTAL 214
3

Status:

- ✓ One - Projected fix dates in Feb
- ✓ One - Projected fix date in 3 Mar
- ✓ One - RTRP 24/7 in test at 2 sites - resolution expected before OCONUS conversion

POST-DEMO ACTION ITEMS

CURRENT STATUS

Priority	Total Closed	Total Open
1	0	0
2	24	6
3	7	2
4	4	3

TOTAL 35
11

Status:

- ✓ One - fixed awaiting validation
- ✓ Four - pending SARSS ECP-S for MS
- 3
- ✓ One - pending release of ICP
- ✓ Five - remain in analysis

IMPLEMENTATION PROBLEM REPORTS

CURRENT STATUS

Priority	Total Closed	Total Open
1	1	12
2	4	21
3	2	4
4	0	1

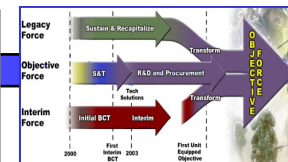
TOTAL 7
38

Status:

- ✓ Three have project fix dates in January



TROUBLE TICKETS



NOV 00
FEB 01

IMPLEMENTATION TROUBLE

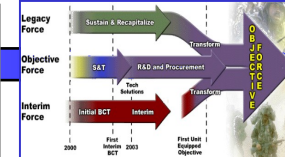
CURRENT STATUS

	<u>Total</u> <u>Priority</u>	<u>Total</u> <u>Recd</u>	<u>Total</u> <u>Closed</u>	<u>Open</u> <u>Open</u>
<u>as PR</u>				
0	10	10	0	
1	22	6	3	13
2	50	13	12	25
3	9	3	0	6
4	2	1	0	1
TOTAL	93	33	15	45

Two - In analysis by NOC Merit Review and Credit Teams
One - Returned to originator for more info
Seven - In process by NOC Analysts
One - SCP fielded by PM ALIS
Four - Being opened as PRs by NOC



CUSTOMER HANDBOOK



Single Stock Fund



Email: [ssfnoc@hqamc
.army.mil](mailto:ssfnoc@hqamc.army.mil)

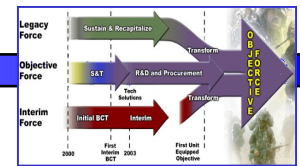
DSN:767-4932

Comm:703-617-4932

Sustaining The Transforming Army



SUMMARY

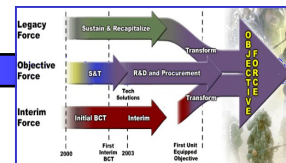


- **NOC is staffed and operational**
- **Conversion and Implementation on schedule**
- **Aggressively resolving Trouble Tickets and Problem Reports**

Bottom Line: We Are Supporting Soldiers!



How To Contact Us



- **SSF NOC Email - ssfnoc@hqamc.army.mil**
- **Customer Handbook Telephone #'s**
- **SSF Web Site - www.army.mil/ssf**
- **SSF PMO Email - www.ssfpmo.hqda.army.mil**

